

**County of Maui**

**Draft ADA Paratransit Plan**

**Department of Transportation  
2145 Kaohu Street, Suite 102  
Wailuku, HI 96793**

**Attention: Kyle Ginoza, Director  
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**9/15/05**

# **ADA Paratransit Plan**

## **1. Background**

### **1.1 Agency Information**

This draft ADA Paratransit Plan has been developed in accordance with the Code of Federal Regulations, Title 49, Volume 1, revised as of October 1, 2003 from the U.S. Government Printing Office via GPO Access, cite 49CFR37.

It has been prepared for:

The County of Maui, Department of Transportation

2145 Kaohu Street, Suite 102

Wailuku, HI 96793

The contact person is:

Kyle Ginoza, Director

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### **1.2 Existing Fixed Route Service**

The Paratransit Plan has been prepared for the fixed route service funded by and operated for the County of Maui as indicated in the attached bus map and schedule (Appendix 1). In general, the fixed route service operates on seven routes, using seven buses, six days per week (no Sunday service) from approximately 7 AM to 8 PM in the Central, South and West Maui communities. Two of the routes, route B from Lahaina to Kahului, and route C from Kihei to Kahului, are long distance, limited stop routes, similar to commuter service. Two other routes 1 and 2 currently operate as fixed route circulators serving a number of local destinations between Kahului and Wailuku. These routes will be modified to a route deviation configuration once the Paratransit Plan is implemented. The remaining three routes are local fixed route services including: route A connecting the Shops at Wailea with the Ma'alaea Harbor Village; route D linking Lahaina with Ka'anapali; and route E operating from Ka'anapali to Kapalua. All vehicles are accessible.

### **1.3 Existing Paratransit Services**

The County of Maui also funds a significant number of paratransit services operated to provide mobility for people with disabilities, including developmental disabilities, older adults, youth and adult day care participants. These services are fully described in a brochure provided by the County and include areas of Lanai and Molokai (Appendix 2).

In addition to these county funded services, there are several much less extensive paratransit services operated by private residences and community based groups serving a specific client group. The majority of these services operate in Central Maui.

## **2. Paratransit Plan**

### **2.1 Demand Estimation**

A section regarding a Complementary Paratransit Program was included in Chapter 5: Service Improvement Program of the Short Range Transit Plan (SRTP) prepared for the County of Maui in January 2005 (Appendix 3). Part of that analysis included estimation of demand based on the service area covered, which was planned to grow to be more extensive than the current fixed route service area. Using the ADA Paratransit Handbook techniques cited in the SRTP and adjusting for the current areas contained in this plan indicates that approximately 27,000 residents or 675 ADA eligible people reside in the affected service area, which would result in an estimated demand of 25 trips per day.

### **2.2 Relationship of the Paratransit Plan with Existing Paratransit Services**

As indicated in Section 1.3, the County of Maui also funds a significant network of paratransit services, which serve the same general client population as those that would be eligible for ADA complementary paratransit services. As described in an additional section of the SRTP (Appendix 4) the service characteristics vary for these programs but, for example, a typical span for reservations would be no more than 7 days in advance and no less than 48 hours.

The expectation would be that the availability of these services, including the prior history in serving specific programs and locations would include continued usage by those eligible for ADA paratransit.

### **2.3 Service Modifications and Implementation Timetable**

The Paratransit Plan includes an implementation date goal of July 1, 2006, which would coincide with several operational modifications, including the availability of paratransit vehicles for the service, the circulation of an RFP and subsequent selection of an operator for the service. This date would also coincide with route deviation operation of routes 1 and 2, but no other service modifications are planned at this time.

## **2.4 Characteristics of Planned Paratransit Service**

The Paratransit Plan contemplates that all applicable portions of Section 37.131 will be addressed as follows:

*a. Service Area* – service will operate origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area with a three-fourths of a mile radius at the ends of each fixed route, including service to small areas not inside any of the corridors but which are surrounded by corridors.

*b. Response time* – Service shall be scheduled and provided to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means.

(1) Reservation service shall be available during all normal business hours of the administrative offices, as well as during times, comparable to normal business hours, on a day when the offices are not open before a service day.

(2) Pickup times may be negotiated with the individual, but an ADA paratransit eligible individual shall not be required to schedule a trip to begin more than one hour before or after the individual's desired departure time.

(3) Real-time scheduling may be used in providing complementary paratransit service.

(4) Reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips. If changes to the reservations system are proposed, those shall comply with the public participation requirements equivalent to those of Sec. 37.131(b) and (c).

**c. Fares** – (1) The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall be twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a similar trip on the fixed route system.

(2) The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under Sec. 37.123 (f) , shall be the same as for the ADA paratransit eligible individuals they are accompanying.

(3) A personal care attendant shall not be charged for complementary paratransit service.

**d. Trip purpose restrictions** – There will be no restrictions or priorities based on trip purpose.

**e. Hours and days of service** - The complementary paratransit service shall be available throughout the same hours and days as the fixed route service.

***f. Capacity constraints*** – There will be no limit to the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

(1) Restrictions on the number of trips an individual will be provided;

(2) Waiting lists for access to the service; or

(3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

(i) Such patterns or practices include, but are not limited to, the following:

(A) Substantial numbers of significantly untimely pickups for initial or return trips;

(B) Substantial numbers of trip denials or missed trips;

(C) Substantial numbers of trips with excessive trip lengths.

(ii) Operational problems attributable to causes beyond the control of the County (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

***g. Subscription Service*** – The Paratransit Plan will include the use of subscription service subject to the following limitations:

(1) Subscription service may not absorb more than fifty percent of

the number of trips available at a given time of day, unless there is non-subscription capacity.

(2) Notwithstanding any other provision, the County may establish waiting lists or other capacity constraints and trip purpose restrictions or priorities for participation in the subscription service only.

## **2.5 Budget**

The SRTP also contained an estimated budget for the ADA paratransit service which included additional service requirements to match the proposed fixed route service expansion program. Since the SRTP was not adopted, the plans for service expansion have been deferred. Thus, the five year cost estimate would be based on the current level of service.

The capital cost to provide that service is based on a current RFP to acquire 4 paratransit vehicles for an estimated cost of \$80,000 per vehicle.

The operating cost based on the paratransit handbook methodology would be approximately \$200,000 in year 1, increasing to \$270,000 in year 5, based on a 4% cost increase per year and a 3% annual demand increase.

## **2.6 Application and Certification Process**

The County of Maui shall adhere to the Federal guidelines listed below regarding the application and certification process:

### ***Sec. 37.123 ADA paratransit eligibility: Standards.***

(a) Public entities required by Sec. 37.121 of this subpart to provide complementary paratransit service shall provide the service to the ADA paratransit eligible individuals described in paragraph (e) of this section.

(b) If an individual meets the eligibility criteria of this section with respect to some trips but not others, the individual shall be ADA paratransit eligible only for those trips for which he or she meets the criteria.

(c) Individuals may be ADA paratransit eligible on the basis of a permanent or temporary disability.

(d) Public entities may provide complementary paratransit service to persons other than ADA paratransit eligible individuals. However, only the cost of service to ADA paratransit eligible individuals may be considered in a public entity's request for an undue financial burden waiver under Sec. Sec. **37.151-37.155** of this **part**.

(e) The following individuals are ADA paratransit eligible:

(1) Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.

(2) Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of



operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

(i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in Sec. 37.167(g) of this **part**.

(ii) An individual using a common wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of **part** 38 of this title), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.

(f) Individuals accompanying an ADA paratransit eligible individual shall be provided service as follows:

(1) One other individual accompanying the ADA paratransit eligible individual shall be provided service--

(i) If the ADA paratransit eligible individual is traveling with a personal care attendant, the entity shall provide service to one other individual in addition to the attendant who is accompanying the eligible individual;

(ii) A family member or friend is regarded as a person accompanying the eligible individual, and not as a personal care attendant, unless

the family member or friend registered is acting in the capacity of a personal care attendant;

(2) Additional individuals accompanying the ADA paratransit eligible individual shall be provided service, provided that space is available for them on the paratransit vehicle carrying the ADA paratransit eligible individual and that transportation of the additional individuals will not result in a denial of service to ADA paratransit eligible individuals;

(3) In order to be considered as ``accompanying" the eligible individual for purposes of this paragraph (f), the other individual(s) shall have the same origin and destination as the eligible individual.

***Sec. 37.125 ADA paratransit eligibility: Process.***

Each public entity required to provide complementary paratransit service by Sec. 37.121 of this **part** shall establish a process for determining ADA paratransit eligibility.

(a) The process shall strictly limit ADA paratransit eligibility to individuals specified in Sec. 37.123 of this **part**.

(b) All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility shall be made available in accessible formats, upon request.

(c) If, by a date 21 days following the submission of a complete

application, the entity has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the entity denies the application.

(d) The entity's determination concerning eligibility shall be in writing. If the determination is that the individual is ineligible, the determination shall state the reasons for the finding.

(e) The public entity shall provide documentation to each eligible individual stating that he or she is "ADA Paratransit Eligible." The documentation shall include the name of the eligible individual, the name of the transit provider, the telephone number of the entity's paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual's eligibility including the use of a personal care attendant.

(f) The entity may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals.

(g) The entity shall establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial.

(1) The entity may require that an appeal be filed within 60 days of the denial of an individual's application.

(2) The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny

eligibility), and written notification of the decision, and the reasons for it.

(3) The entity is not required to provide paratransit service to the individual pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

(h) The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

(1) Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

(2) Before suspending service, the entity shall take the following steps:

(i) Notify the individual in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction.

(ii) Provide the individual an opportunity to be heard and to present information and arguments;

(iii) Provide the individual with written notification of the

decision and the reasons for it.

(3) The appeals process of paragraph (g) of this section is available to an individual on whom sanctions have been imposed under this paragraph. The sanction is stayed pending the outcome of the appeal.

(i) In applications for ADA paratransit eligibility, the entity may require the applicant to indicate whether or not he or she travels with a personal care attendant.

***Sec. 37.127 Complementary paratransit service for visitors.***

(a) Each public entity required to provide complementary paratransit service under Sec. 37.121 of this **part** shall make the service available to visitors as provided in this section.

(b) For purposes of this section, a visitor is an individual with disabilities who does not reside in the jurisdiction(s) served by the public entity or other entities with which the public entity provides coordinated complementary paratransit service within a region.

(c) Each public entity shall treat as eligible for its complementary paratransit service all visitors who present documentation that they are ADA paratransit eligible, under the criteria of Sec. 37.125 of this **part**, in the jurisdiction in which they reside.

(d) With respect to visitors with disabilities who do not present

such documentation, the public entity may require the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. The entity shall provide paratransit service to individuals with disabilities who qualify as visitors under paragraph (b) of this section. The entity shall accept a certification by such individuals that they are unable to use fixed route transit.

(e) A public entity shall make the service to a visitor required by this section available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. In no case shall the public entity require a visitor to apply for or receive eligibility certification from the public entity before receiving the service required by this section.

## **2.7 Public Participation Process**

Three public hearings have been scheduled to discuss the draft plan:

- Kihei Community Center      Monday, October 10, 2005
- Lahaina Civic Center          Wednesday, October 12, 2005
- Wailuku Community Center   Thursday, October 13, 2005

All meetings have been scheduled from 10 AM – Noon.

In addition, drafts of this plan have been circulated to the following:

**DISTRIBUTION LIST OF AGENCIES  
PROVIDED A COPY OF THE PLAN  
AND  
NOTICE OF PUBLIC HEARING**

COUNTY OF MAUI, Department of Management – ADA Coordinator  
200 S. High St., Wailuku

- Mayors Commission on Persons with Disabilities

COUNTY OF MAUI, Department of Housing and Human Concerns

- Kaunoa Senior Center
- Office on Aging

STATE OF HAWAII, Department of Health, Disability and Communication  
Access Board - 919 Ala Moana Blvd., Honolulu

STATE OF HAWAII, Department of Health - 54 High St. Wailuku

- Developmental Disabilities Council
- Vocational Rehab Division

HALE MAHAOLU – Akahi, 300 W. Wakea Ave., Kahului

- |   |   |                                     |
|---|---|-------------------------------------|
| “ | “ | - Elua, 200 Hina Ave., Kahului      |
| “ | “ | - Ekolu, 717 Makaala Drive, Wailuku |
| “ | “ | - Eha, 1057 Makawao Ave., Makawao   |
| “ | “ | - Elima, 11 Mahaolu, Kahului        |
| “ | “ | - Eono, 810 Kelawea St., Lahaina    |

HALE O LANAKILA CLUBHOUSE – 1765 Wili Pa Loop, Wailuku

J. WALTER CAMERON CENTER - 95 Mahalani St., Wailuku

- ARC OF MAUI
- Ka Lima O Maui
- Maui Mental Health Assn.

Kahului Town Terrace - 170 Hoohana, Kahului

Komohana Hale - 1037 Waiee, Lahaina

Lahaina Surf – 1037 Waiee, Lahaina

Luana Gardens II & III - 615 Papa Ave., Kahului

MAUI ECONOMIC OPPORTUNITY, INC.

MAUI CENTER FOR INDEPENDENT LIVING -220 Imi Kala, Suite 103, Wailuku

## Appendix 1

### AIRPORT ACCESS

The bus service currently does not stop at the Kahului Airport. However, from K-Mart (Routes 1 & 2) it is approximately one mile to the airport and from Wal-Mart in Kahului (Routes B, C, 1 & 2) it is approximately two miles to the airport.

## RULES

*For your safety and others:*

- Please wait on proper side of the roadway for the bus to arrive at stop sign.
- Please wait for the bus to make a complete stop before approaching the bus.
- Please enter the bus with the exact fare.
- Please allow senior citizens the use of front seating.
- Please remain seated at all times when the bus is in motion.
- Boogie boards and skateboards are allowed.
- Surfboards and bicycles are not allowed.
- Pets must be in an enclosed container or cage.
- Service animals are allowed on the vehicles.
- Shirt and footwear are required.
- Smoking is prohibited.
- Food and beverages are prohibited.



## MONTHLY PASSES

Monthly passes may be obtained on any of the routes per the pricing schedule. Discounted monthly pass pricing is available for students and seniors (55 and older).

Monthly Pass	Student/Senior	General Boarding
Single Route (A, B, C, D, or E)	\$20.00	\$25.00
All Routes	\$40.00	\$45.00

**ADA**

All vehicles are ADA accessible. It is recommended that Roberts is contacted at 871-4838 the day before travel if special assistance is required.



## GENERAL INFORMATION

Commencing July 1, 2005, Maui Public Transit will consist of seven public bus routes, all operated by Roberts Hawaii. These routes are funded by the County of Maui and provide service in and between various Central, South, and West Maui communities. All of the routes are operated Monday through Saturday only. There is no service on Sundays. No transfers are given on any of the routes.

**MAHALO NUI LOA!**



**Alan M. Arakawa**  
Mayor of Maui County

**FARES**

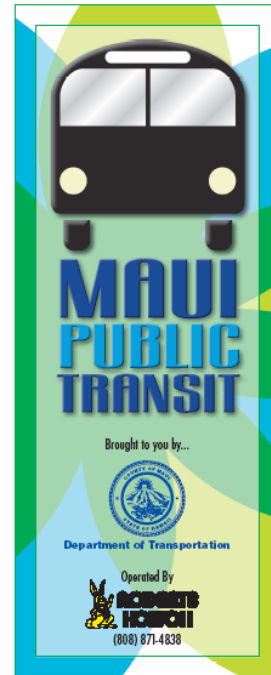
One-way fares are listed below and vary by route

Route A:	\$1.00 for The Shops at Wailea to Uwapo Road
	\$2.00 for Uwapo Road to Ma'alaea Harbor Village
Route B:	\$1.00 for Wal-Mart to Ma'alaea
	\$2.00 for Ma'alaea to Wharf Cinema Center
Route C:	\$2.00
Route D:	\$1.00
Route E:	\$1.00
Routes 1 & 2:	Complimentary

System-wide \$10 day passes may be purchased on the vehicles for unlimited boardings on any of the routes throughout the day.

## CONTACT INFORMATION

**www.mauicounty.gov/bus**  
**public.transit@co.maui.hi.us**  
**(808) 270-7511**



• MAUI PUBLIC TRANSIT • MONDAY - SATURDAY •

[illegible][illegible]

## HOW TO READ THE SCHEDULE

Read the times from top to bottom, then left to right with stop information located on the left side of each route. Route connections can be made at various locations on the island. Please see the bus transfer locations on the route map.

[illegible]

KAHULUI BAY HOTEL	9:45	11:45	1:45	3:45	5:45	7:45
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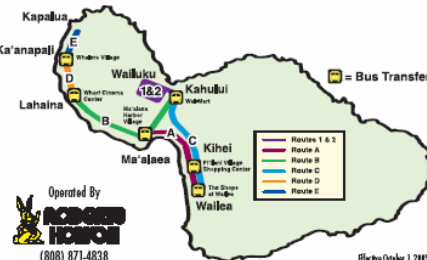
Kapalua  
 Ka'anapali  
 Lahaina  
 Ma'alaea  
 Kahului  
 Kihei  
 Wailea

= Bus Transfer

Operated By  
**RODGER'S HORNS**  
 (808) 871-6838



Maui's October 1994

WALKMART	DEPARTURE	7:30	9:11	11:39	1:39	5:19
<b>LOCATION</b>	<b>DEPARTURE</b>	<b>TEMPORARY ROUTE 52</b>				
WALKMART	7:30	9:23	11:23	1:31	2:39	5:39
MAIL MANAGED FEDEX	7:34	9:46	11:44	1:44	2:44	5:44
LAKE ARROWHEAD	7:41	9:41	11:41	1:41	2:41	5:41
STATIONER IN ADAMSVILLE CENTER	7:52	9:52	11:52	1:51	2:51	
MAJOR LAKE CLINIC	7:54	9:54	11:59	1:59	2:59	
WALKMART	7:57	9:57	11:57	2:04	2:54	
WALKMART MEDICAL CENTER	8:06	10:05	12:05	2:05	4:05	
LAKE MICHIGAN AREA	8:09	10:09	12:09	2:09	4:09	
STATE OFFICE	8:14	10:14	12:14	2:14	4:14	
BOOKS/PAINTS	8:17	10:17	12:17	2:17	4:17	
WALKMART POST OFFICE	8:23	10:23	12:23	2:23	4:23	
RECREATION/TOYS	7:00	9:00	11:00	2:26	4:26	
PIZZERIA	7:07	9:07	11:07	2:26	4:26	
WALKMART/MAJOR LAKE DRIVE	7:07	9:07	11:07	2:26	4:26	
WALKMART HOMES	7:04	9:04	11:04	2:25	4:25	
SALES	7:04	9:04	11:04	2:25	4:25	
HARDWARE/TOOLS	8:44	10:44	12:44	2:44	4:44	
EXHIBIT/SHIPPING CENTER	8:55	10:51	12:51	2:51	4:51	
WALKMART	8:55	10:51	12:51	2:51	4:51	
SAFARIWAY	8:59	10:59	12:59	2:59	4:59	
WALKMART	9:09	11:09	1:00	3:00	5:00	
WALKMART	9:11	11:11	1:01	3:01	5:01	
WALKMART	7:30	9:11	11:10	1:10	3:10	5:10






## Appendix 2

PERSONS WITH DISABILITIES		GENERAL INFORMATION
<p><b><u>ALA HOU (\$1.00 per trip)</u></b></p> <p>The Ala Hou program is a curb-to-curb service that enables disabled clients more mobility during weekday, weekend and holiday hours. Clients must complete an application and be approved prior to using the service.</p> <p>The Ala Hou service is prioritized as follows: scheduled medical visits, employment, education, religious worship, other (first come, first served).</p> <p><b>Hours of Operation</b></p> <p>Central Maui, Lahaina and Kihei            Mon.-Fri.: 6am-8pm            Sat.: 10am-6pm            Sun.: 2pm-10pm (Central Maui)            Sun.: 8am-4pm            Holidays: 9am-3pm</p> <p>Kula, Makawao, Pukalani            Mon.-Fri.: 6am-8pm            Sat.: 10am-6pm            Sun.: 8am-3pm (1<sup>st</sup> and 3<sup>rd</sup> only)            Holidays: 9am-3pm</p> <p>Holiday service: New Year's Day, Kūhio Day, Good Friday, Memorial Day, Kamehameha Day, Independence Day, Statehood Day, Labor Day, Veterans' Day, Thanksgiving Day, Christmas Day</p>	<p><b><u>EMPLOYMENT TRANSPORTATION (free)</u></b></p> <p>This is a curb-to-curb program providing ADA accessible transportation to community jobs for persons with disabilities and low income individuals. Priority is given to persons with disabilities, but the service may also be used by low income individuals.</p>  <p><b><u>HALE HAULI / KALIMA O MAUI (free)</u></b></p> <p>This program provides transportation to adults with chronic mental developmental or physical disabilities, or are economically disadvantaged. Many clients require specialized assistance during transit including additional supervision; bus transportation aides are utilized to assist clients. Kalima transportation reaches Upcountry, Central and South Maui. The service runs Monday through Friday.</p>	<p>The County of Maui funds and manages several social services transportation programs throughout Maui County currently operated by Maui Economic Opportunity, Inc. (MEO). Most social service transportation programs in this guide have eligibility requirements - only the Public Rural Shuttle program is available to the general public - and each program requires a prior reservation. Please call MEO at (808)877-7651.</p> <p>In addition, the County of Maui funds the Maui Public Transit bus service which is open to the general public. No reservation is required for this fixed-route service. Please call (808)270-7511 or see <a href="http://www.mauicounty.gov/bus">www.mauicounty.gov/bus</a> for more information.</p> <p><b>FARES</b>            All social service transportation programs listed are free with the exception of the Ala Hou program, which charges \$1.00 per boarding.</p> <p><b>MAHALO A NUI LOA!</b></p>  <p><b>Alan M. Arakawa</b>            Mayor</p>


**Maui County Social Service Transportation**  
**Island of Maui Guide**

Brought to you by:





**Department of Transportation**  
**(808) 270-7511**

Operated by:



**Maui Economic Opportunity, Inc.**  
**(808) 877-7651**

SENIOR CITIZENS (free)	PUBLIC RURAL SHUTTLE (free)	YOUTH (free)																																				
<p><b><u>LEISURE PROGRAMS</u></b></p> <p>This program provides seniors with house-to-house transportation to and from Kaunoa Senior Center. Transportation to various senior club events and nutrition excursions are also included. In addition, funding for the annual Aloha Party falls under the Leisure Program.</p> <p>Service to Kaunoa is offered up to seven times a week from:</p> <p><b>CENTRAL MAUI</b>            Kahului, Wailuku, Waikapu</p> <p><b>SOUTH MAUI</b>            Kihei and Wailea</p> <p><b>UPCOUNTRY MAUI</b>            Haliimaile, Pukalani, Kula, Makawao, Haiku, Paia</p> <p>For information on Kaunoa Senior Center programs, please call (808) 270-7308.</p> 	<p><b><u>NUTRITION PROGRAMS</u></b></p> <p>This service transports eligible nutrition program participants from designated pick-up stations to congregate dining sites at:</p> <table border="0"> <tr> <td>Hale Mahaolu Akahi:</td> <td>Mon/Fri</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Kahului Union Church:</td> <td>Tue/Thu</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Wailuku:</td> <td>Mon/Wed</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Waikapu:</td> <td>Tue/Fri</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Binhi At Ani</td> <td>Mon/Wed</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Lahaina/Honolua:</td> <td>Mon/Wed/Fri</td> <td>8:30am-12pm</td> </tr> <tr> <td>Kihei:</td> <td>Tue/Fri</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Upcountry (Makawao)</td> <td></td> <td></td> </tr> <tr> <td>Haliimaile, Pukalani)</td> <td>Mon/Thu</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Kula:</td> <td>Tue/Fri</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Paia/Haiku:</td> <td>Tue/Fri</td> <td>8:30am-11:30am</td> </tr> <tr> <td>Hana:</td> <td>Tue/Thu</td> <td>8:30am-11:30am</td> </tr> </table> <p><i>Days and times are subject to change.</i></p> <p><b><u>MAUI ADULT DAY CARE</u></b></p> <p>This curb to curb program provides seniors transportation to Maui Adult Day Care Centers in Central Maui and Lahaina. Daily transportation services Monday through Friday (except holidays) are available. There are three routes to the Central Maui day care center and one route to the Lahaina day care center. Riders must be ambulatory.</p>	Hale Mahaolu Akahi:	Mon/Fri	8:30am-11:30am	Kahului Union Church:	Tue/Thu	8:30am-11:30am	Wailuku:	Mon/Wed	8:30am-11:30am	Waikapu:	Tue/Fri	8:30am-11:30am	Binhi At Ani	Mon/Wed	8:30am-11:30am	Lahaina/Honolua:	Mon/Wed/Fri	8:30am-12pm	Kihei:	Tue/Fri	8:30am-11:30am	Upcountry (Makawao)			Haliimaile, Pukalani)	Mon/Thu	8:30am-11:30am	Kula:	Tue/Fri	8:30am-11:30am	Paia/Haiku:	Tue/Fri	8:30am-11:30am	Hana:	Tue/Thu	8:30am-11:30am	<p><b><u>YOUTH (free)</u></b></p> <p>This after-school service provides transportation to ages 9-18 in Central, South, West, and Upcountry Maui. The service is open to youth year round including inter-sessions. Most participants go to Boys and Girls Clubs, Youth Centers, Big/Brothers Big Sisters, Hui Malama Learning Center, Canoe Clubs, libraries and gymnastics. After activities, most youth take advantage of the rides home included in this service. In addition, youth groups are allowed two excursions a year for field trips or other activities away from centers and their home base.</p>  <p><b><u>DIALYSIS (free)</u></b></p> <p>This is a curb-to-curb or door-to-door service for dialysis treatment, depending on physical and mental ability. Individuals are taken to the St. Francis Medical Center in Wailuku. The service also includes three weekly trips from Hana to St. Francis.</p>
Hale Mahaolu Akahi:	Mon/Fri	8:30am-11:30am																																				
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## Appendix 3

MAUI COUNTY DEPARTMENT OF TRANSPORTATION  
MAUI COUNTY SHORT RANGE TRANSIT PLAN

### D. Complementary Paratransit Program

Public transit service mandates compliance with numerous federal laws and regulations. These requirements are imposed on all recipients of federal grants while others apply to all transit services regardless of funding source. Of primary importance are the provisions of the Americans with Disabilities Act of 1990 (ADA). This civil rights legislation has far reaching consequences in a number of areas, including public transportation.

On September 8, 1991, the U.S. Department of Transportation issued final regulations implementing certain provisions of the ADA. The Act states that public entities operating fixed route transportation service for the general public must also provide complementary paratransit service to persons unable to use the fixed route system. This regulation applies to the fixed route transit services that are now operated in Maui County as well as the planned services. It is recommended that some of the planned services operate as deviated fixed routes. What this means and its impact on the provision of the complementary paratransit service will also be discussed. All requirements are based on the "ADA Paratransit Handbook" that was prepared for the Urban Mass Transportation Administration (currently the Federal Transit Administration) Task Force on the Americans with Disabilities Act, September 1991, UMTA-MOA-96-0206-91-1.

This chapter defines the requirements for ADA complementary paratransit services. Estimates are made of the ADA population and the projected level of demand. Operating alternatives to satisfy the demand are presented along with identification of the next steps to implement the ADA complementary paratransit services. Two important points should be kept in mind when reading this section. First, the discussions contained in this chapter refer exclusively to ADA complementary paratransit service. Maui County is fortunate to have a variety of paratransit services, such as those operated by NEO, which serve seniors and persons with disabilities. These services improve the mobility of and the quality of life for county residents, but are not ADA complementary service. Second, there is a great deal of uncertainty associated with estimating demand for ADA paratransit service and consequently, in estimating the cost of providing the service. Estimates are included in this section, but they should not be treated with the same degree of accuracy as estimates for the operation of the fixed route service.

#### 1. Complementary Paratransit Requirements

This section defines the basic requirements of the ADA mandated paratransit service. It includes a listing of the service criteria, other service related requirements and ADA eligibility requirements.

##### a. Service Criteria

Complementary paratransit services related to fixed route bus services for eligible ADA users must meet the following criteria:

- The complementary paratransit service must be offered to all residents within 1/4 of a mile on either side of the fixed route path. It should be noted that if there are no stops along a portion of a route, such as between two communities, then there is no need to provide complementary paratransit service along that segment.
- Regulations require that a person must be offered "next day" service on the paratransit system. This means that the system must accommodate requests for service for a particular day made during the previous day.

## Appendix 4

### MAUI COUNTY DEPARTMENT OF TRANSPORTATION MAUI COUNTY SHORT RANGE TRANSIT PLAN

#### *b. Dial-a-Ride Services*

There are a variety of names used to describe transit service that is scheduled in advance and does not have a prescribed route. Here we have chosen to use “dial-a-ride” to describe this type of service, but it is also called demand responsive service and paratransit, among other names. Currently, the rural shuttle is the only dial-a-ride service available to the general public on Maui, it is described below.

**Rural Shuttle-Maui.** MEO operates a rural shuttle that will pick individuals up at their residence, if it is accessible, and transport them to the Kahului and Wailuku area of their choice. Most passengers use this service for shopping trips. Reservations can be made one week to two days in advance. Table 2-4 below provides additional detail on hours of operation, pick up and drop off locations, and days of operation.

Table 2-4 MEO Maui Rural Shopping Shuttle Schedule

Pick-up Location	Day of Week	Pick up / Return Times
Ha'iku - Peahi	Mon/ Wed/Sat	8:00 a.m. - 12:30 p.m.
Hale Mahaolu Akahi	Thu	8:00 a.m. - 10:30 a.m.
Hale Mahaolu Akahi	Tue & Fri	11:45 a.m. - 1:15 p.m.
Hale Mahaolu Elua	Tue	8:00 a.m. - 10:30 a.m.
Hale Mahaolu Elua	Mon & Thu	11:45 a.m. - 1:15 p.m.
Hale Mahaolu Elima	Wed	8:00 a.m. - 10:00 a.m.
	Mon & Fri	11:00 a.m. - 1:00 p.m.
Hale Mahaolu Eono	Wed &	8:45 a.m. - 10:30 a.m.
	Thu	9:15 a.m. - 11:30 a.m.